



HOW TO FILE A CLAIM

**ACCIDENT INSURANCE • CRITICAL ILLNESS INSURANCE
HOSPITAL INDEMNITY INSURANCE • WELLNESS RIDER BENEFITS**

A STEP-BY-STEP GUIDE

You put protection in place for a reason and Transamerica is here when you need it most. This guide can help make submitting a claim a smoother process.

INFORMATION YOU'LL NEED TO FILE A CLAIM:

☐ Insured's Name ☐ Date of Birth ☐ Social Security Number ☐ Employer Name

SUBMIT A CLAIM ONLINE:

Preferred method to ensure accuracy and ability to track claim status.

















NOTE: Wellness rider benefit claims cannot be submitted online. See following page for available methods.

- Log in to **transamerica.com/mybenefits**. If you're not registered, click "**CREATE ACCOUNT**"
- Select the insurance policy specific to your claim
- Once inside the policy's contract details, click on claims, then on the specific type of claim you want to file
- Complete all requested information (if your claim requires a specific form, it will be listed on the back page)
- Print a copy of your claim submission for your records

See **Page 2** for the different types of claims and submission methods available.

CONVENIENT WAYS TO FILE

Below is the documentation needed for each type of claim. The colored icons in the top right corner shows the methods available for filing a claim.

Accident Insurance    	Wellness Benefit*    
<ul style="list-style-type: none">▪ Completed claim form (not required for online filing)▪ Ambulance statement (if applicable)▪ Proof of accident treatment with diagnosis (such as hospital discharge summary or statement)▪ Police report (if applicable)▪ Proof of follow-up treatment with diagnosis	<ul style="list-style-type: none">▪ Date wellness services were provided▪ Care provider's contact information▪ List of services provided
Hospital Indemnity Insurance    	
<ul style="list-style-type: none">▪ Completed claim form (not required for online filing)▪ Itemized statements▪ Police report (if applicable)	
Critical Illness Insurance    	
<ul style="list-style-type: none">▪ Completed claim form (not required for online filing)▪ Positive pathology report from doctor for initial claim (when filing claim for cancer)▪ Discharge summary (if hospitalized)	



Online: transamerica.com/mybenefits



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Hours:
Mon–Thu: 7 a.m. to 6 p.m. CT
Fri: 7 a.m. to 5 p.m. CT

Questions:



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CALL

855-244-8318

*Provided by rider on certain critical illness, accident, and/or hospital indemnity policies.

Insurance products **underwritten by Transamerica Life Insurance Company (TLIC), Cedar Rapids, IA or Transamerica Financial Life Insurance Company (TFLIC), Harrison, NY.** TFLIC is licensed to conduct business in New York. TLIC is authorized to conduct business in all other states.

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